OnlineDisclosures
Formerly TMG CRB
a GBGroup solution

GBGroup
USING IDENTITY INTELLIGENTLY

The Applicant User Guide

Enter

Helpdesk Telephone: 0845 251 5000
Opening Times: 8.30am to 5.30pm Monday to Friday

Email: onlinedisclosures@gbgplc.com

Contents

This interactive guide will take you through the
OnlineDisclosures Application Form
Step-by-Step.

To see instructions on a particular setting, click the relevant
button below or simply scroll through the user guide.

Registration Process

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Making a Payment

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Registering on OnlineDisclosures

To be able to Sign In and complete the disclosure application, you must Register first.

There are **two** ways in which you register on OnlineDisclosures.

How you register is decided by the organisation you are completing the disclosure check for.

Please select how you need to Register

My Organisation has Registered Me

(I have been sent an activation email)

I need to Self-register

(I have been supplied with an Org Pin & Secret Word)

If you are unsure of how you need to register, please contact the Organisation
you are completing the disclosure check for.

Self-Registration (Step 1 of 2)

The first time you use OnlineDisclosures you need to **Register**.

1. Click **Register** on the right hand side of the screen.

2. Enter your Org Pin: This is a unique number supplied by your organisation.

3. Enter your full name.

4. Enter your email address and confirm it by entering it again.

5. Click **Next Step**

Please Note: If you do **not** know the Org Pin, please contact the organisation requesting you complete an Online Disclosures check.

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Register - Step 1 of 2

You can self register to access our online application service if you have been provided with a PIN and secret word by your organisation.

Org pin   *Don't have this?*

Supplied by your organisation

Your full name

Email address

john.doe@email.com

Confirm email address

Next step

Cancel registration

Self-Registration (Step 2 of 2)

1. Depending on the organisation you will need to either;

a. Click the box to confirm that the organisation name provided is the organisation you are completing the check for.

OR

b. Enter the Organisation's Name as requested

2. Create a memorable password

3. Confirm the password by entering it again

4. Click **'Complete Registration'**

You will be taken to the **Step 1** of the application form.

Note: The password must be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). You can add special characters (@!%$£) to increase your password security strength.

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Register - Step 2 of 2

☐ I confirm **Demonstration Organisation** is my organisation

Create password

Please choose a password at least eight characters in length using a combination of UPPER CASE, lower case and numbers (0-9). Add special characters (@!%$£) to increase your password security strength.

Confirm password

Complete registration

Cancel registration

Registering with an Activation Email

Once you have been added to OnlineDisclosures you will receive an Activation Email, this will contain;

The Organisation PIN
This is specific to your organisation

Confirmation of Email Address
This email address should be used as your username

Link to Registration Page
The link required to activate your account

1. Click the link within the email
2. Create a memorable password
3. Confirm the password by entering it again
4. Click '**Save Password**'

Note: The password must be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). You can add special characters (@!%$£) to increase your password security strength.

This is an automatically generated message. DO NOT REPLY TO THIS EMAIL.

Dear John,

You have been registered as a Disclosure Manager for Test Organisation. An account has now been created for you with Online Disclosures.

Your login details are:
Organisation PIN: 123456
Email address: demoapplicant@demo.com

In order to activate your account, you will need to create a password.

Please follow the link below to activate your account:
http://.onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey=QrHltrq

For full guidance on the role of Disclosure Manager please visit the Online Disclosures website at: https://gbg.onlinedisclosures.co.uk

...ontact our helpdesk using the details

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Create Password

Please enter a new password which will be associated with your new account.
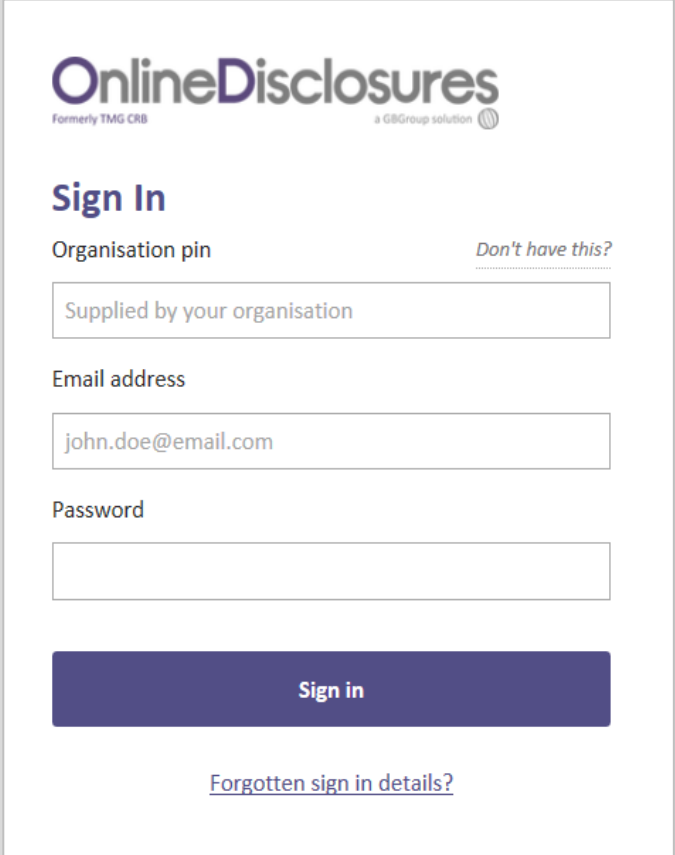
Password

Verify Password

Save password

How do I Sign In?

If you need to access OnlineDisclosures and you have already registered, simply Sign In

1. Enter the Organisations PIN

2. Enter the email address used during registration

3. Enter the memorable password you created for yourself.

4. Click Sign In

Note: The password is case sensitive and must be entered exactly as you created it.

If you have forgotten your sign in details, click Forgotten sign in details?

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Sign In

Organisation pin   *Don't have this?*

    Supplied by your organisation

Email address

    john.doe@email.com

Password

[   ]

[Sign in   ]

Forgotten sign in details?

Before you begin the application...

If you have any of the documents listed
it is mandatory that you supply the information.

To make completing the application easier and faster for yourself,
make sure therefore that you them readily available.

Before you Begin

This application process should only take around 4-5 minutes to complete. You can save your progress and return at any time to complete the application.

What you will need

If you have any of the following then you will be asked to provide details:

- National Insurance number
- Valid UK Driving licence
- Valid passport
- Valid national ID card

Begin application

Save & sign out

Statement of Fair Processing
Please confirm below that you agree to the following statement

The DBS was established in December 2012 and merges the functions previously carried out by the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

Applications for Basic criminal record checks are processed by Disclosure Scotland.

In this fair processing statement, "we", "us" and "our" refers to the organisation requesting a criminal record Disclosure.

By accessing the Website and providing us with your personal details, you agree to accept and be bound by our privacy policy, the key terms of which are non-exhaustively summarised in this fair processing statement.

All information is stored in a secure environment, compliant with ISO27001. All information for a Disclosure is encrypted and submitted to and from DBS via secure government pathway.

Data can only be amended by the applicant using the email address and password supplied at registration. Therefore, it is important that you keep this information in a secure place.

All organisations requesting criminal record Disclosures are required to:

- Abide by the DBS/DS Code of Practice
- Abide by the Data Protection Act 1998
- Have a policy for the recruitment of ex-offenders and a policy for secure storage, handling, use, retention and disposal of Disclosure Certificates and Disclosure Information

All information requested is used solely for the purpose of producing a Criminal Record Disclosure and is collected, stored and processed by us and the DBS or Disclosure Scotland in accordance with the Data Protection Act 1998. We will treat your personal information as confidential and we will not disclose it to any third party except: (i) with your prior agreement; (ii) as necessary for providing our Criminal Record online service to you; or (iii) as required by law.

Applicants using this service for the purpose of obtaining a Basic Disclosure from Disclosure Scotland consent to:

- Their Disclosure Certificate dispatched to the Registered/Responsible Body instead of their home address.
- The exchange of electronic data between Disclosure Scotland and Registered/Responsible Body which may indicate the presence, or otherwise, of information on central records.

☐ I have read and accept the above terms

Proceed with application

Read the **Statement of Fair Processing** and click
Accept at the bottom of the page.

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Step 1: How do I complete About You: Name & Gender?

You must specify your gender and supply us with your full name details.

Important: Shortened names, 'nicknames' and initials should not be used unless these are stated on your Identity Documents (ID).

If you have any middle names you must provide this information.

To the question 'Do you have a middle name?' answer **Yes** and enter one middle name per box.

A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure.

Step 1: Adding Previous Names

If you have been known by any other names, you must supply the previous name and the dates you used this from and until. To do this…

1. Select **Yes**

2. Enter your previous name.

3. Select the name type i.e. **forename** or **surname** from the drop down list

4. Enter the year that you used this name **from** and **until**

5. Click **Add Name**

Repeat this process until all previous names have been entered

To remove a name, click **Remove**

Note: If adding previous forename(s), all forenames must be included e.g. if name changed from **John David Smith** to **Mark David Smith**, you must add **John David** as a previous forename.

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Step 1: Completing my Birth Details

Depending on the level of check you are completing the disclosure application form for, some details in this section are optional.

All optional questions are marked as such.

1. Enter your date of birth (DD/MM/YYYY)

2. The name of the **town** you were born in i.e. Nottingham

3. From the drop down list, select the **country** you were **born** in (Optional)

4. Enter you Nationality at Birth (Optional)

5. Enter your Mother's maiden name.

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Step 1: My Identification Documents (ID)

If you have any of the ID documents listed in this section you must supply this information.

1. Click the box next to any current and valid ID that you have.

Fields will appear underneath each document selected

2. Enter all the required information for the ID you have selected.

If you do not have any of the documents click the box to state this.

3. Click **Proceed to Step 2**

Note: Do **not** click the box alongside the document if you **do not** have it.

Step 2: Complete the Contact & Address Details

Contact Details

You are **not** required to supply us with any contact telephone numbers. Doing so however, will make it easier for us to contact you, should we need to.

Address Details

For your application to be processed, a full 5 year address history must be provided.

Lived Abroad or been travelling in the last 5 years?	**Lived Away at University?**
If you have lived abroad or been travelling and visited more than one country, the details for each country you visited must be entered. It is possible for the dates you visited/lived in each country to overlap.	If you are currently living away from home, but your ID relates to your home address, enter your home address as your current address. It is possible for the dates you have lived at these addresses to overlap.

Note: The ID documents you provide as proof of address for verification must match the current address details supplied in this section. If they do not support the current address details your application will not be verified.

Step 2: Entering Address Details

Automatic Look Up

1. Enter your Postcode and click '**Find**'

2. Select your house number/name

3. Enter the **month** and **year** that you moved in

4. Click '**Confirm**'

Manual Entry

1. Click **'Enter address manually'**

2. Enter your **postcode** and **full address** details

3. Enter the **month** and **year** that you moved in

4. Click '**Confirm'**

Adding Address Previous Addresses

1. Click **Add Another Address**

2. Follow the steps for automatic look up or enter the address manually

3. Enter the **Month** and **Year** you moved into this address and the **Month** and **Year** you moved out

4. Click '**Confirm'.** The address bar will be fully green when sufficient address history has been entered.

5. Click '**Proceed to Step 3'**

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Step 2: Entering Overseas Address Details

If you have lived abroad or were travelling and visited more than one country, the details for each country must be entered.

1. Select '**Enter Address Manually'**

2. Tick the box next to: **'I was travelling abroad and had no fixed abode'**

3. Select the **country** from the drop down list

4. Enter the **month** and **year** that you **entered** and **left** that country

5. Click '**Confirm'**

Repeat this process until all overseas addresses have been entered. It is possible for the address details to overlap.

When sufficient address details have been entered the address bar will go green.

6. Click **Proceed to Step 3**

Address History Timeline
The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago | Today

Postcode

Enter address manually

☑ I was travelling abroad and had no fixed abode

Country
Choose country...

When did you enter this country?
Month... | Year...

When did you leave this country?
Month... | Year...

Confirm | Cancel

We require a minimum of 5 years address history
Please enter another address

Address History Timeline
The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago | Today

Current Address
GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB

January 2009 – Present (5 years 6 months) | Change current address

Step 2: Entering an Overlapping University Address History

If you have been to University and lived away from home during this time, you must supply the details of all your university addresses.

The ID you provide for verification must match the current address details supplied.

If your ID relates to your home address, but you are currently living away from home, enter your home address as your current address.

Enter your addresses whilst at University by clicking '**Add Another Address'**

It is possible for the dates you have lived at these address to overlap.

An example student, currently living away at University, who has lived in two previous addresses during term time, but whose ID is in their home address is shown.

Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago	Today

Current Address

GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB

January 2007 – Present **(7 years 6 months)**   Change current address

Previous Addresses

Pretend Uni Address, Nottingham, ng11 7pe, GB

September 2011 – July 2012 **(11 months)**   Change dates | **Remove address**

Prentend Uni Address 2, Nottingham, NG11 7fe, GB

September 2010 – August 2011 **(1 year)**   Change dates | **Remove address**

Address history complete
You can now proceed to step 3 below   or   **Add another address**

Proceed to step 3	Back to step 1

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Step 3: How will my Identity Documents (ID) be Verified?

As part of the disclosure application you are required to provide ID for verification. This is to ensure that you are who you say you are.

Depending on your organisation, there are 2 ways that your ID will be verified.

ID is Verified at the Post Office

You are responsible for selecting and entering the information required for each piece of ID to be used for verification.

After you have completed the application, you must print out the ID Verification Form and take this to a Post Office along with the ID you selected.

ID is Verified by the Organisation

Your organisation is responsible for verifying your ID documents.

You may have already provided this information to them or be expected to arrange for these to be checked.

Note: If you do not know how your ID will be verified, please contact your organisation directly.

ID Verified by Organisation   ID Verified at the Post Office

Step 3: Selecting ID for Post Office Verification

The **default** method of verification for your organisation is listed. **Do not** change the verification method without contacting your organisation first.

1. Select your position from the drop down list.

2. Click **Select verification documents**.

If there is **no** position that describes your role, or you are unsure which role to select, please contact your organisation directly.

Step 2: Selecting ID for Post Office Verification (Group 1)

1. Select the ID that you wish to use for verification from Group 1.

2. Enter the details requested.

It is **important** to enter the **exact information** for each document.
If the details entered **do not** match the ID shown at the Post Office, the Post Office will be unable to process the application for you.

3. Repeat for all ID document you wish to provide from this group.

4. If **no** green bar appears, click '**View Group 2 Documents'.**

Note: If you **do not** have a Group 1 document then you **must** supply a Birth Certificate (Issued 12 months after date of birth) from Group 2a, along with **4** other documents from Group 2a/b.

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Step 3: Selecting ID for Post Office Verification (Group 2a/b)

1. Select the ID from Group 2a/2b you want to use for your ID verification

2. Enter the details requested

It is **important** to enter the **exact information** for each document. If the details entered **do not** match the ID shown at the Post Office, the Post Office will be unable to process the application for you.

A **green** bar will appear at the top of the page when sufficient ID has been selected.

3. Tick all **3** boxes to confirm that you have selected sufficient ID for verification.

4. Click **Proceed to Step 4**

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Step 4: Completing the Summary

Application Overview

1. If you have a **personal reference number**, enter it. This might be Payroll reference, an employer or licence registration number, an FA number.

This field is **optional**. If you are unsure what to put, leave it blank.

2. Tick the box if you would like to be updated via email of the progress of your application.

Declaration

1. Answer the declaration question by selecting **Yes** or **No**

2. Tick the box to confirm that you have read and agree to the terms stated.

3. Click **Confirm & Submit Application**.

For full guidance on what convictions, reprimands or final warnings are considered 'Not' protected click the button below.

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Step 5: Confirmation: Post Office Verification

You have now completed the Application. You must now have your ID documents verified at the Post Office in order for your application to continue being processed.

1. In order to have your ID verified, you must print out the ID verification form and take this to the Post Office, along with the ID listed.

2. To Print the ID Verification Form, Click **Print Document Selection**

The ID Verification form will open in a PDF file. You can either print it directly from the PDF or save the document to your desktop.

3. Click **Sign Out**

Payment: Any payments required should be made at the Post Office once they have verified your ID.

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About You — Contact Details — Verification Documents — Summary — 5 Confirmation

Your application has been submitted for verification

You have selected the following identity documents

- Passport
- Bank or Building Society Statement
- Utility Bill

What happens next?

Please complete the following steps:

Print your ID VERIFICATION SERVICE form following the instructions below. Please ensure the form is

- Printed in Black and White
- Printed to full scale
- Printed on A4 white paper

Take original ID (photocopies and internet downloads not acceptable) together with a print out of the ID VERIFICATION SERVICE form to a participating Post Office® branch **before 17/07/2014** . After this date you will need to resubmit a new application.

Payment requirements are specified on your ID VERIFICATION SERVICE form.

Please be aware this service is not available at all Post Office® branches. A list of participating Post Office® branches can be found at postofficelocations.tmgcrb.co.uk/

Print document selection | Sign out

To locate the nearest Post Office to you that does this, go to
http://www.postoffice.co.uk/branch-finder
Enter a postcode and select 'CRB & ID Verification Service'

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Step 3: Selecting ID for Organisation Verification

1. Click **Select verification documents.**

2. Select the ID from Group 1 that you the wish to use for verification.

When sufficient ID has been selected a **green bar** will appear at the top of the application.

3. If **no** green bar appears click **View Group 2 Documents.**

4. Select the ID from Group 2a/2b that you wish to use.

A green bar will appear at the top once sufficient ID had been selected.

5. Tick all **3** boxes to confirm that you have selected sufficient ID for verification

6. Click **Proceed to Step 4**

Which of the Following Group 1 Documents Have Been Supplied?

Current valid passport — Remove

Full or provisional photo card driving licence
(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence — Select

Or

Birth certificate (UK or Channel Islands)
Issued within 12 months of date of birth (including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces) — Select

Biometric residence permit (UK) — Select

No group 1 documents?
If the applicant has not provided any group 1 documents you will need to select 5 group 2 documents.
View group 2 documents

Proceed to Group 2 Document Selection
You have selected **1** group 1 documents and will need to supply 2 further items of documentation from group 2
View group 2 documents

You have selected enough items of documentation, proceed to step 1 below. Jump to bottom of the page

Group 2a Documents
- Birth Certificate (UK or Channel Islands)
  Issued 12 months after date of birth
- Driving Licence (UK non-photo, old style driving licence)
- Marriage/Civil Partnership Certificate
  (UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence
- Current Non-UK Photo Driving Licence
  Valid only for applicants residing outside the UK at the time of application
- Adoption Certificate (UK)
- HM Forces ID Card (UK)
- Firearms Licence (UK)

Group 2b Documents
Issued within the last 3 months
- ☑ Bank/Building Society Statement (UK or EEA)
- ☑ Credit Card Statement (UK or EAA)
- Utility Bill (UK)
  Electricity, gas, water, telephone. Not mobile phone bill
- Benefit Statement e.g. child allowance, pension
- Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands)
  Document from government Agency/Local Authority giving entitlement (UK and Channel Islands) eg from Dpt of Work and Pensions, Customs & Revenue, Job Centre

Issued within the last 12 months
- Mortgage Statement (UK or EEA)
- Financial Statement
  e.g. pension, endowment, ISA
- P45/P60 Statement (UK)
- Council Tax Statement (UK)
- Work Permit/Visa (UK)

Issued at any time
- EU National Identity Card
- Bank/Building Society Opening Confirmation Letter (UK or EEA)
- Letter of sponsorship from future employer provider (Non-UK/Non-EEA only)
  For applicants residing outside the UK at the time of application
- Letter from Head Teacher or College Principal (16/17 year olds in full time education at time of application)

Proceed to step 1

Please confirm the following
- ☐ At least one of the documents selected contains a current address
- ☐ At least one of the documents selected contains a date of birth
- ☐ Documentary evidence was provided for all name changes where

Proceed to step 4   Back to step 2

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Step 4: Confirmation: Organisation Verification

You have now completed the application. Your ID documents must verified in order for your application to continue being processed.

The ID you selected in Step 3 for verification will be listed.

If you have already supplied your ID to the organisation, e.g. during interview, then you are **not** required to do so again as these will be used for verification.

If you have **not** supplied your ID then please contact your organisation directly.

The contact details of nominated verifiers are listed.

Payment: If you are responsible for paying for your application, you will be prompted to do so after your ID has been verified.

OnlineDisclosures

About You · Contact Details · Verification Documents · Summary · Confirmation

Your application has been submitted for verification

What you need to bring

If you are required to pay for your application, please take your credit/debit card to your verification meeting. You will also be required to enter you password when starting the verification process.

You selected to bring the following proof of identity documents:

- Passport
- Bank or Building Society Statement
- Credit Card Statement

You can print out confirmation of the documentation you have chosen, this print out is optional and also provides a complete list of acceptable documents should you wish to have alternative documents verified.

What happens next?

Please make an appointment to meet with a verifier from the list below.

Demo
disclosure.manager@outlook.com

Demo Verifier
testverifier@outlook.com

Print document selection   Sign out

Next

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Making a Payment Online

If you are required to pay for the application yourself after the organisation has verified your ID documents you will receive an email notification.

1. If payment is required before you submit the application, click Pay Now

2. Sign In to OnlineDisclosures and click **Pay Now**.

3. Check the billing name and address details are that of the payee.

If different to the payees billing details, click **Edit** and enter the correct information. To change the billing details back, click **Revert.**

4. Click **Proceed to Payment**

Thank You
The application requires payment before submission

Payment for the current application is required before it can be processed

Pay Now

Pay now

Application Payment
Your billing details

Edit details

First name:	Demo
Last name:	Applicant
Address line 1:	Demonstration Lane
Address line 2:	
Town/City:	Pretend
County:	
Postcode:	NG11 7EP
Country:	GB
Email address:	Demo.Applicant@Demo.com

Payment

The fee for this application is £62.60.

On proceeding to payment below, you will be directed to PayPal to complete your payment securely.

PayPal

Please note you can pay by a PayPal account or a debit/credit card.

Proceed to payment

How do I make a payment with a PayPal account?

It is possible to make a payment with or without a PayPal Account.

Paying by PayPal

1. Check the email is the one you use for your PayPal account.

2. Enter your PayPal account Password and click **'Log In'**

3. Follow the instructions provided by PayPal.

If you **cannot** remember your PayPal account details, click' **Forgotten your email address or Password?'** and follow the instructions.

Paying Without PayPal

1. If you **do not** have a PayPal account, click **'Pay with a Credit/Debit card'.**

Choose a way to pay

▼ Pay with my PayPal account
Log in to your account to complete the purchase

PayPal 🔒

Email
testverifier@outlook.com

PayPal password

☐ This is a private computer. What's this?

Log In

Forgotten your email address or password?

▶ **Pay with a debit or credit card**

(Optional) Sign up to PayPal to make your next checkout faster

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Paying Without a PayPal Account

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Payment: Paying Without a PayPal Account

1. Click **'Pay with debit or credit card'**

2. Select the type of card being used from the drop down list

3. Enter the **card details** requested

4. Check the **billing information**
(If the **billing information** is **incorrect**, click **change** and make any necessary changes)

5. Enter a contact telephone number

6. Click **Continue**

7. Double Check the **billing information**
(If the **billing information** is **incorrect**, click **change** and make any necessary changes)

8. Click **Confirm Payment**. Once the payment has gone through, a green box will appear.

What do I do if my application has been rejected back to me?

If errors/contradictions **are found**. The OnlineDisclosures countersignatory team will **reject** the application. This will allow you to clarify or amend the details in question.

My ID was verified at the Post Office

You will be sent an email detailing why the application has been rejected back to you and a link.

My ID was verified by my Organisation

The organisation must reject the application back to you.

You will be sent an email detailing why the application has been rejected back to you and a link.

*If you cannot see '**Amend Application**', please contact your organisation.

What Do I Do?

1. Click the link in the email and Sign In to OnlineDisclosures

2. Click '**Amend Application**'*

3. Make the required changes to the information you have entered

4. Submit the application again

5. The email will instruct you what to do after

Note: It is important to follow the instructions in the email.

If you do not contact us/return to the Post Office/contact your organisation as instructed, this can lead to delays in your application being processed

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If you are still unsure about what to do, you can call or email us...

Helpdesk Telephone: 0845 251 5000
Opening Times: 8.30am to 5.30pm Monday to Friday

Email: onlinedisclosures@gbgplc.com